

charles SCHWAB *field* OMAHA

We want to ensure you and your guests have an enjoyable experience. Please take a moment to view all of the services that Charles Schwab Field Omaha offers.

ACCESSIBLE PARKING

Accessible parking is available in all MECA managed surface lots. These spaces, including van-accessible spaces, are designated for vehicles displaying a current state-issued hangtag or license plate. Drop-off and pick-up locations for guests are located along 12th and Mike Fahey Street on the South side of the facility by Gate 2. Please plan accordingly as accessible spaces are filled on a first-come, first-served basis.

AGE GUIDELINES

For most events and shows, children 2 years of age and younger will be admitted into Charles Schwab Field Omaha without a ticket provided that they sit on an adult's lap and do not occupy a seat. Any child 3 years of age and older will require a ticket to enter the Stadium.

AISLES

For the safety and courtesy of other guests, aisles must be clear at all times. Please refrain from standing in the aisles during events and follow the directions of team members in your area.

ALCOHOLIC BEVERAGES

Bringing alcoholic beverages into Charles Schwab Field Omaha or on the surrounding property is prohibited. Intoxicated guests will not be admitted at any time and are subject to ejection from the stadium grounds. Guests may not exit the facility with alcoholic beverages. Guests over the age of 21 must obtain a wristband to purchase and/or consume alcohol inside the facility.

ANIMALS

With the exception of guide dogs or other service animals used for assistance by persons with a disability, no animals or pets are permitted in Charles Schwab Field Omaha.

AUTOMATED TELLER MACHINES

ATM's are located by Sections 104 and 121 on the Concourse Level. Charles Schwab Field Omaha concession stands and merchandise kiosks accept all major credit cards.

BABY CHANGING STATIONS

Baby changing stations are located in the restrooms at Charles Schwab Field Omaha.

BAG POLICY

Bags permitted under the policy include clear plastic, vinyl or PVC totes. Additionally, small clutch-sized bags will also be allowed inside the arena after a proper security inspection. However, oversized bags or purses will no longer be allowed inside the premises.

- Clear plastic bags, measuring 12 inches tall, 12 inches long, and 6 inches wide
- Small or clutch-sized purses or wallets, not exceeding 4.5 inches tall by 6.5 inches long
- One-gallon, clear plastic freezer bags are permitted (Ziploc bag or similar)
- No large purses, bags, backpacks or fanny-packs will be allowed inside
- MECA staff-members are not allowed to hold bags during an event
- Exceptions will be made for bags with medical necessity after appropriate inspection

BANNERS AND SIGNS

Hand-held, poster board/paper signs are allowed if they are the size of a standard piece of paper (8.5" x 11") or smaller. Banners and signs may not be hung or fastened anywhere in Charles Schwab Field Omaha. Banners and signs must not be commercial in nature or obscene or cause any disturbance with other fans. Signs cannot interfere or block other guests viewing events. Charles Schwab Field Omaha reserves the right to remove any banner or sign without exception.

BREASTFEEDING STATION

A Mamava Pod is located behind Section 113, next to Guest Services.

CAMERAS AND RECORDING DEVICES

The permitted use of cameras for still photography varies by event. Professional audio and video recording devices are NOT permitted into Charles Schwab Field Omaha. Please call ahead or check our website for more information regarding the recording policy for specific events.

CASH-FREE FACILITY

Charles Schwab Field Omaha concession counters and kiosks have transitioned to a cash-free environment. All mobile payments, major credit and debit cards are accepted. Multiple Cash-2-Card machines are on site that function as reverse ATMs, providing a debit card for the amount of cash inserted. There are no fees associated with utilizing these machines.

COURTESY TELEPHONE

Courtesy telephone is located at Guest Services by Section 113.

DIESING HOSPITALITY ROOM

The Hospitality Room is located on the Concourse Level by Section 111.

ELEVATORS

Elevators are reserved for persons with a disability, elderly and other guests needing assistance during events. The ADA elevator is by Gate 2 on Street Level and behind Section 101 on the concourse. Premium Seat Holders and press may utilize the elevators at the Suite/Club Entrance on Street Level or by Section 111 on the concourse.

EMERGENCIES AND EVACUATION

In the case of emergency, pertinent information regarding the situation and procedures, including evacuation directions as needed, will be provided over the public address system and on the facility televisions and video board. Please follow the directions from team members and exit the facility in a calm and orderly manner.

ENTRANCES

Charles Schwab Field Omaha has four (4) main entry gates. *Reserved seat tickets are accepted at all gates. The designated entrance for ADA/Premium Seat Holders is located at the Suite/Club Entrance along 13th Street between Gates 1 and 2. ADA drop-off stalls are also located at Gates 1 and 2.

FAMILY RESTROOMS

Charles Schwab Field Omaha has family restrooms behind Sections 103, 109, 111, 115, 120, 125, 129, and 131 on the Concourse Level. Family restrooms on the Suite/Club/Grandstand Level can be found behind Sections 201, 209, 215, 218, and 222.

FIREARMS AND WEAPONS

Guests, including law enforcement personnel not present in an official capacity, are prohibited from bringing weapons into the facility. Charles Schwab Field Omaha does not provide weapon lockers. Weapons may not be checked in at Guest Services. Weapons include, but are not limited to, the following: firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, martial arts instruments, pepper spray, tear gas, knives, etc. Guests found in possession of the above-mentioned items will be asked to remove the item from the facility or dispose of it. Guests who refuse to comply will be ejected from the arena and may be subject to arrest.

FIRST AID

Charles Schwab Field Omaha has first aid stations located on the Concourse Level by Sections 113 and 130. Medical teams will staff both first aid stations for the College World Series. For smaller events, only the Section 113 first aid station will be in use.

FOUL BALLS / HOME RUN BALLS

Please beware of bats and balls leaving the playing field. Guests are welcome to keep any foul ball or home run ball hit into the stands as long as they do not interfere with the safety and comfort of others. Fans are prohibited from throwing any object onto the field or interfering with the ball in play; offenders will face immediate ejection from Charles Schwab Field Omaha.

GUEST SERVICES HOTLINE/ TEXT

The Guest Services Hotline is for guests to report incidents or violations (impaired guests, altercations, abusive language, etc.) that they witness during events. Please be prepared to state the location and nature of the problem. To report an incident, please call 402.546.0888 or text OMAHA <space> YOUR ISSUE AND LOCATION TO 69050.

GUEST SERVICES OFFICE

The Guest Services office is located on the Concourse Level by Section 113.

INDUCTION LOOP HEARING SYSTEM

Charles Schwab Field Omaha is equipped with an Induction Loop Hearing System in Sections 115, 109, and 130. Guests who are interested in this service must have a telecoil-equipped hearing aid. For more information, visit Guest Services.

LOST AND FOUND

The Lost and Found Department is located in the Guest Services office on the Main Concourse by Section 113. Found items will be stored for 15 days following an event. To learn if an item has been recovered, please call the Lost and Found Hotline at 402.546.1740 or fill out a contact form on our website. Charles Schwab Field Omaha is not responsible for lost, stolen or misplaced items.

LOST CHILDREN AND MISSING PERSONS

If you have lost a child or a person at the facility, please contact the nearest Team Member or a Crowd Manager immediately for assistance and report to Guest Services, located on the Concourse Level by Section 113.

NO SMOKING POLICY

Charles Schwab Field Omaha is a smoke-free facility including electronic cigarettes. Any person who refuses to comply with the policy shall be subject to ejection from the facility. Outside smoking areas are located at bottom of every gate. Smokers must stay 20 feet away from the gate entrance.

PARKING GUIDELINES

- Parking is on a first-come, first-served basis in designated parking lots.
- Holding or saving of parking spaces is not permitted.
- Drive lanes in parking lots must be kept clear at all times.
- Tailgating is permitted in all MECA controlled parking lots. Tailgate festivities cannot extend into additional parking spaces.
- Overnight parking is not allowed in any MECA controlled surface parking lots.
- ADA parking is available in MECA controlled parking lots.
- Staking of tents is NOT permitted in the parking lots or lawn areas of the parking lots. Tents must be anchored by weights.
- Consumption of alcohol or open containers of alcohol are prohibited.
- Commercial advertising banners or signs are prohibited.
- Distribution of promotional items or other forms of solicitation are not permitted.
- Any equipment (chairs, tents, grills, etc.) left overnight will be disposed of.
- All cooking equipment must be situated away from crowds, buildings or combustible material. A minimum clearance distance of three (3) feet from cooking equipment is required. No unattended grills at any time.
- Trash containers and charcoal dump stations will be provided in MECA controlled parking lots.
- Personal golf carts, Segways, hoverboards and skateboards are not allowed in MECA controlled parking lots.

- MECA controlled parking lots will open two (2) hours prior to the start of an event, with the exception of the College World Series when lots open at 8:00 AM on game days.
- MECA controlled parking lots will close 90 minutes after the event.
- MECA reserves the right to revoke daily or season parking passes of those who do not comply with any parking guidelines.

PROHIBITED ITEMS

The following items are not permitted into Charles Schwab Field Omaha.

1. Any type of weapon, fake weapon, or object resembling a weapon. This includes but is not limited to handguns, rifles, knives, straight edge razors, brass knuckles, swords, dangerous ordinance, Tasers, chains, and all other categories of weapons, whether such items are real or replica weapons. This includes permit holders possessing or carrying lawfully concealed weapons in or around the facility. Weapons cannot be checked into Security or Guest Services.
2. Alcohol / Drugs / Illegal Substances / Vaporizing Pens / No Smoking / No E-cigs / MECA Omaha operates as a smoke free facility
3. Professional Cameras / Cameras With Lenses Greater Than 3" / Detachable Lenses / Tripods / Monopods / Selfie Sticks
4. Audio Recording / Video Recording
5. Laser Pointing Devices / Glow Sticks
6. Drones in any area of MECA's campus
7. Hover Boards / Heely / Skateboards / Rollerblades
8. Noise making devices of any kind / Bells / Whistles / Air Horns
9. Large Umbrellas / Golf Umbrellas
10. Beach Balls / Bubbles / Footballs / Frisbees / Balloons / Fireworks / Pyrotechnics / Confetti / Glitter / Aerosols
11. Masks should not be worn at any time inside MECA's facilities
12. Signs / Banners
13. Outside Food / Beverage
 - 20 oz or smaller empty clear plastic water bottles are permitted
14. Bicycles / Helmets / Chairs
15. Abusive / Foul Language / Disruptive Language / Obscene Clothing / Indecent Clothing
16. Animals / Except Service Animals
17. Any item deemed to compromise public safety

PROJECTILES

Throwing of projectiles inside Charles Schwab Field Omaha will not be tolerated. Offenders are subject to ejection from the facility.

SEARCH AND SEIZURE

To ensure a safe environment for all guests, all packages brought into Charles Schwab Field Omaha are subject to search and seizure.

SECURITY OFFICE

The Security Office is located off of 10th and Cuming Streets near Gate 4 at the Staff/Media Entrance.

SUITE / CLUB LEVEL POLICIES

All Premium Seat Holders and their guests MUST have a ticket for admittance to the Suite/Club Level. NO Premium Seat Holder has the authority to bring guests onto the Suite/Club Level without a ticket. Premium Seat Holders are responsible for the actions of their guests. Premium Seat Holders and guests over the age of 21 must have a wristband to purchase and/or consume alcohol.

TICKETS / GENERAL ADMISSION / RE-ENTRY

The Charles Schwab Field Omaha Box Office is located on 13th and Mike Fahey Streets and opens at 10:00 AM on event days. Everyone two (2) years and older must have a ticket for entry. Infants and toddlers under the age of two (2) may be required to purchase a ticket for specific events, such as NCAA hosted games. Reserved seat tickets for the College World Series will be accepted at all gates. Guest must have ticket scanned when exiting and re-scanned upon re-entry.

TOURS

Public Tours of Charles Schwab Field Omaha are available for a fee during non-event days. Tours must be booked at least 3 weeks in advance. Please contact MECA at 402.341.1500 or email info@omahameca.com to arrange a tour.

TELEPHONE NUMBERS

- Main Line: 402.546.1800
- Fax Line: 402.996.8100
- Levy: 402.345.FOOD, press option 2
- Guest Services Hotline: 402.546.0888
- Lost and Found: 402.546.1740

WHEELCHAIR ESCORTS

Our Guest Services department provides complimentary wheelchair escorts to guests when requested on a first-come, first-served basis. Please be aware that our staff will not remain with you during the event, nor will they allow you to remain in the wheelchair for the duration of the event. To request a wheelchair escort, please notify event staff upon arrival.

WHEELCHAIR STORAGE

For guests who wish to transfer to a seat from their wheelchair, we encourage guests to store their wheelchair at the top of their section. Please see the usher at your section who will assist with this request.